

# TRIVENI PMS – PATIENT PARTICIPATION GROUP

---

## ANNUAL REPORT 2017-2018



### COMPONENT 1

#### Practice has an established PPG

Our PPG is now in its 6<sup>th</sup> year. We meet regularly but would still like the group to expand. We have introduced more virtual members this year however we would like more attendees at the surgery if possible.

#### Description of the profile of the members

Practice list of 7840– This is slightly up on last year however the turnover of people joining and leaving due to temporary accommodation and deprivation in the area is still high.

All PPG members are above the age of 45 years. We are finding it difficult to encourage younger members to join our group. But we keep on asking our patients and encourage them to join. We have advertised it and created a virtual group where we send e mails to patients who can reply to us on important issues.

Practice has 3832 male patients and 4008 female

85+ years	Female	36	Male	15
75 – 84	Female	89	Male	82
65 - 74	Female	157	Male	145

# TRIVENI PMS – PATIENT PARTICIPATION GROUP

---

45 - 64	Female 768	Male 878
15 - 44	Female 1965	Male 1702
05 - 14	Female 669	Male 639
0 – 4	Female 354	Male 341

Based on the average in the UK we still have a very high deprivation in the area and a high crime rates, as a result of this we are still finding it difficult to engage patients to join our group.

We have now tried to offer a virtual group in addition to the group that meets in the practice on a regular basis. They are sent regular invitations when a meeting is coming up and asked for comments if they cannot attend the actual meetings.

This was done to try and encourage our housebound patients, patients that may work different shifts who can not always get to the surgery for such a meeting. It is hoped to encourage patients to participate via another means.

We are also still inviting all our newly registered patients, via an invitation when registering with the practice in hope that this may encourage new members.

With regards to recruiting new members we continue to advertise, we have notices in our waiting rooms and we also advertise on our Facebook page and website. We have new members who have joined the group who are very keen with getting involved with the PPG and it is our intention to approach them in the new financial year to ask him to come on board and help run the group from a patients perspective.

Administration and clinical staff continue to approach patients to encourage them to become members of the group.

## COMPONENT 2

### **Agree with PRG which issues are a priority and include these in local survey**

During the first half of the year we fed back to the group on last years developments and also asked for input as to what items it was felt we could tackle this year at the practice. After feedback on line and discussion in the group the following was agreed:

- On line ordering of repeat medications.
- Weekend and weekday appointments at the “Hub” for patients
- If patients were aware that there was a Patient Participation Group.
- The New smartphone app ‘myGP’ is available
- Extended hours surgery is available on Monday’s at Woolwich Branch Surgery.

We discussed all these items in detail and a survey was put together by the group. Due to the mixed population and the language barriers, we informed patients that receptionists were available to help if they needed.

# TRIVENI PMS – PATIENT PARTICIPATION GROUP

---

Because of the extra time that may be needed for the survey to be conducted we spread the survey over a few weeks so receptionists had more time to help patients if necessary and this put a little less pressure on them at the front desk whilst carrying out their normal duties.

The survey was distributed during the end of February/beginning March.. We received 22 completed surveys back which was less than last year, but, we still felt it was a good response and the selection of patients it was given to was as broad as we could manage.

The survey was reported back to the patients in the waiting areas and put on the website and our facebook page.

## COMPONENT 3

### Patient views through the survey

Our survey was a basic five question survey this year, again this is to make it simple for our patients because of the previously mentioned language barriers and deprivation. Again they were also encouraged to leave any comments that they felt relevant at the end of the survey if they so wished. These comments are addressed in Component 6 – action plans for the future and feedback.

---

### Survey questions and results:

1. Did you know that you can order your repeat medication on line without having to visit the surgery ?

**Yes - 12 patients**

**No - 10 Patients**

If your answer is no and you are interested, please ask at reception how you can sign up for this service.

- .....
- .....
2. Did you know that the practice has a Patient Participation Group?

**Yes - 2 patients**

**No - 20 patients**

## **TRIVENI PMS – PATIENT PARTICIPATION GROUP**

---

3. Did you know that there are weekend and weekday appointments offered for Saturdays and Sundays at one of Greenwich's Hub Surgeries for pre-booked appointments only?

**Yes – 7 Patients**

**No – 15 Patients**

4. Did you know we have an extended hours surgery on Monday's at our Woolwich branch (18:30 to 20:00). You can see a GP, Practice Nurse or HCA?

**Yes – 12 Patients**

**No – 10 Patients**

5. Did you know we have a new smart phone app called 'myGP' which allows you to book appointments and order repeat medications?

**Yes – 12 patients**

**No – 10 Patients**

---

### **COMPONENT 4**

#### **PPG opportunity to discuss survey results**

The survey results were discussed with the PPG and priorities were set and suggestions were made regarding the areas and how they could be improved. The PPG agreed that the findings were fairly conclusive and that patients seemed positive. Some of the items in the survey are already now in place in the practice.

The additional feedback on the forms was also fed back to the group which, on the whole, the group agreed with.

- Put notices on front doors of new things happening, change in services or advertising various services.
- More constant information through electronic media to patients about various services.
- More appointments available through App

Agreement was made on the items discussed and plans were made and agreement from the PPG was achieved.

# TRIVENI PMS – PATIENT PARTICIPATION GROUP

---

## COMPONENT 5

### Action Plan

The following action plan was agreed by the PPG and Dr Chaturvedi at the meeting held in March 2018

Highlighted Issue	Planned action	Responsibility	Timescale
order repeat medication on line without having to visit the surgery	This will be advertised more via usual channels,	Practice Manager /assistant	Completed but needs to be monitored as new. – to be reviewed monthly.
Did you know about the PPG Group	To advertise more widely and for reception team, doctors and other clinical staff to encourage patients more	Team Leader, PM Assistant, GP, Reception Staff and clinical staff	Ongoing, Number of members to be monitored on a regular basis e.g. discuss at meetings.
weekend and weekday appointments offered for Saturdays and Sundays at one of Greenwich's Hub Surgeries for pre-booked appointments only.	This service is offered at two locations in Greenwich and we will continue to advertise this service more widely and put it on our facebook page and website.	Practice Manager Team Lead Clinical staff	ongoing
Knowledge of the new 'myGP' App	This has picked up and patients receive help in the reception who are a little less confident on their phones and laptops to use the system. Also new patients are being informed.	All staff members to continue to promote this. Help being provided for one week at first to train patients on how to use the new system	ongoing
Extended hours surgery available on Monday's at Woolwich	This has become popular and we need to continue to advertise it on our website- reception and inform new patients.	Whole team – need to continue to advertise in electronic media – website- facebook page- also to let new patients know about it.	ongoing
Woolwich surgery to have 'Loop' (hearing aid) installed.	Loop to be installed to benefit patient with hearing difficulties	Practice Manager	Loop to be installed by 30 April 2018

# **TRIVENI PMS – PATIENT PARTICIPATION GROUP**

---

This action plan was agreed in PPG meeting on 23 rd March 2017..

## **COMPONENT 6**

### **Action plans from 2016-2017**

From the 2016-2017 survey we have looked at it in detail both with the PPG members and also discussed this at staff meetings.

1. Booking appointments 24 hours a day: We have myGP app now where appointments can be booked any time. Fifty percent of all these appointments are available through this myGP app. We advertise it on our website- telling patients who come to surgery and also all new patients are being offered this service.
2. Did you know about the PPG group- we have included this information in our new patients check plus we advertise it on our reception at each site. We have advertised it on our website and face book page. Our doctors, Nurses and HCAs also ask patients during consultations.
3. Weekend appointments at Hub- We have advertised it in our reception area, on our website and facebook page. This information is included in our new patient information pack as well. Our receptionists actively offer appointments at Hubs to our patients.
4. Registering at the practice on line: This is available now and this information is available on our website. Patients are finding it very useful. We have had many positive comments about it.

### **Opening hours when you can telephone both surgeries surgery are**

#### **Monday to Friday from 8am to 6:30pm**

#### **Surgery opening times at Escreet Grove are**

Monday	08:00am to 18:30 hours
Tuesday	08:00am to 18:30 hours
Wednesday	08:00am to 18:30 hours
Thursday	08:00am to 13:00 hours (all other services remain available)
Friday	08:00am to 18:30 hours

#### **Surgery opening times at 34 Plumstead Common Road are**

Monday	08:00am to 18:30 hours
Tuesday	08:00am to 18:30 hours
Wednesday	08:00am to 18:30 hours
Thursday	08:00am to 18:30 hours
Friday	08:00am to 18:30hours

## **TRIVENI PMS – PATIENT PARTICIPATION GROUP**

---

**Extended hours session is at Escreet Grove on:**

Monday                                      18:30 hours to 20:00 hours

Appointments can be booked up to one month in advance: all appointments are for 10 minute slots. We also offer same day appointments, telephone consultations and home visits. Appointments can be also be booked through myGP app- 24 hours a day, 7 days a week for up to one month in advance.

There is a doctor on call at the surgery Monday to Friday from 8am to 18:30 hours.